

INFORMATION DISCLOSURE CITATION

ATTY. DOCKET NO.

SERIAL NO.

723-984

09/723,319

APPLICANT

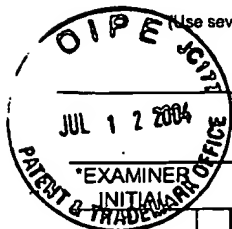
THOMPSON et al.

FILING DATE

TC/A.U.

November 28, 2000

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U.S. PATENT DOCUMENTS

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FOREIGN PATENT DOCUMENTS

[illegible]

OTHER DOCUMENTS (including Author, Title, Date, Pertinent pages, etc.)

lwd	"Skill-Based Technology –Driving the Future of Customer Service"; PrimeTime Skills, © 1999 Blue Pumpkin Software, Inc. (2 pages)
	"eWorkforce Management "; Aspect SeriesFive Multisite Edition. (2 pages)
	"Improve Customer Satisfaction Right from your Desktop"; PrimteTime Skill © 1999 Blue Pumpkin Software. (2 pages)
	"Marketscope:Workforce Management Software for the Contact Center"; Wendy S. Close & Tom Berg; GARTNER, October 1, 2003. (17 pages)
	"Interactive Agent"; Aspect SeriesFive © 2000 Aspect Communications Corporation. (2 pages)
	"Enhancing Communication throughout Your Center"; PrimeTime Insight, © 2000 Blue Pumpkin Software, Inc. (2 pages)
	"Elegantly Managing The Complexities of the Contact Center"; PrimeTime Enterprise, © 2000 Blue Pumpkin Software, Inc. (4 pages)
	"Blue Pumpkin Director Professional" Product Brief, © 2000-2004 Blue Pumpkin Software, Inc. (3 pages)
	"Blue Pumpkin Director Enterprise" Product Brief, © 2000-2004 Blue Pumpkin Software, Inc. (3 pages)
	"Additional Features and Benefits" Aspect eWorkforce Management. (2 pages)
	"Aspect eSchedule Planner"; Aspect eWorkforce Management; © 2003 Aspect Communications Corporation. (4 pages)
	"Blue Pumpkin Activity Manager" Product Brief, © 2003-2004 Blue Pumpkin Software, Inc. (2 pages)
	"Blue Pumpkin Advisor Express" Product Brief, © 2003-2004 Blue Pumpkin Software, Inc. (2 pages)
	"Workforce Management " Solution Brief, © 2003-2004 Blue Pumpkin Software, Inc. (4 pages)
	"Contact Center Performance Benchmarking" Product Brief, © 2003-2004 Blue Pumpkin Software, Inc. (2 pages)

***Examiner**

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